



Construction of the new Advanced
Technology Center on Central Campus



2017 Graduation

CENTRAL PIEDMONT COMMUNITY COLLEGE

GOALS AND ACCOMPLISHMENTS

2016 — 2017



Ribbon cutting at the Emergency Food Pantry on Central Campus

Goal 1 – Student Learning and Success: Ensure student learning and success by promoting an innovative and supportive learning environment.

- Learning Unit offered three new Associate in Fine Arts degrees (Music, Theatre and Visual Arts).
- Learning Unit introduced more than 20 new certificate programs in Accounting; Advertising and Graphic Design; Architectural Technology; Air Conditioning, Heating and Refrigeration Technology; Business Administration; Construction Management Technology; Criminal Justice; Culinary Arts; Electrical Systems Technology; Horticulture Technology; Human Services Technology; Information Technology; Mechanical Engineering Technology; Medical Assisting; and Supply Chain Management.
- Learning Unit offered 26% more sections of Universal General Education Transfer Component courses to help students complete degree programs in a timely fashion.
- Critical Core Leadership Team conducted a pilot in fall 2016, mapping 39 courses to a critical core competency and a key indicator; 40 faculty members participated in the assessment exercise and evaluated 154 student learning artifacts.
- STAR (Success through Academic Reporting) increased the percentage of faculty submitting initial and midterm reports to 72% and 59%, respectively.
- Harper Middle College had a successful launch with 97 students.
- Levine Middle College successfully increased its enrollment to 227 students with the newly added 13th grade.
- Cytotechnology, Pharmacy Technology, Medical Assisting, Medical Laboratory Technology, Dental Assisting and Physical Therapist Assistant programs all had 100% pass rates on licensure certifications and/or national board exams.
- Nursing, Surgical Technology, Cytotechnology, Medical Assisting, Medical Laboratory Technology and Ophthalmic Medical Assistant all had 100% job placement rates.
- Dental Hygiene and Associate Degree Nursing graduates had 96% pass rates on their respective national board exams.
- Engineering Technology faculty completed inventory and alignment of competencies within 10 Mechatronics Engineering Technology courses to industry-recognized credentials.
- Engineering Technology created a Mechanical Engineering Technology certificate to provide a pathway for students addressing math readiness while aspiring to enroll in the Associate in Engineering degree.
- Information Technology faculty and leadership served as subject matter experts in statewide Competency-Based Education (CBE) Consortium working to develop CBE IT degree pathways.
- Public Safety and Transportation Technology celebrated an 18% increase in work-based learning opportunities from the previous year.
- American Sign Language/Interpreter Education experienced increasing numbers of graduates transferring to Gallaudet University through the CPCC–Gallaudet Articulation Agreement to complete their Bachelor of Arts degrees.
- Welding Technology initiated Uline, a competency-based, third-party curriculum that utilizes the American Welding Association SENSE standards and provides a portal for documenting industry specific competencies. Students can now access instruction, lab assignments, videos and tests through their personal devices.
- Architectural Technology established work-based learning opportunities for students.
- Construction Management held a graduation of the first *Building with Our Veterans* pre-apprenticeship programs in Entry Level Building Inspector and Plumbing; 12 students completed the programs, earned their certificates and were offered positions with Mecklenburg County.
- College and Career Readiness launched Work and Learn, an education, training and employment program for out-of-school youth. Since July, 70 students have enrolled; nine of the 26 without a high school diploma have already earned their high school credential.
- Corporate and Continuing Education Computer Technology Institute launched a new SAS Programming IT Certificate.
- Economic Recruitment & Contract Training jointly created a leadership program with Sealed Air to prepare employees for leadership roles locally and globally.
- Corporate and Continuing Education Financial Services Institute created a *Real Estate Orientation – Are you Ready?* program to increase student success rates in passing the Real Estate Pre-licensing course.
- Workplace Learning assisted Grohmann Engineering with identifying two Mechatronics students for internships at their Germany site.
- Corporate and Continuing Education Financial Services Institute designed a comprehensive financial education curriculum to help CPCC students enhance their financial skills through personal financial counseling sessions, financial resources, workshops and an ACA online curriculum.

- Corporate and Continuing Education Financial Services Institute, in collaboration with eLearning, created a new interactive online Mortgage Banking course designed for non-licensed mortgage employees.
- Global Learning Office hosted the *UnConvention*, a dialogue between international students and U.S. students to discuss economic inequality.
- Harper Campus conducted a *March Madness Advising Blitz* event and helped prepare more than 150 students for summer and fall registration.
- Transportation Technology collaborated with Charlotte-Mecklenburg Schools to establish a Career & College Promise pathway for high school juniors and seniors; 30 students enrolled.
- Engineering Technology guided more than 1,000 high school and middle school students through the Advanced Technology Center to introduce the opportunities that exist within the Engineering Technology division.
- Engineering Technology faculty served as subject matter experts, curriculum developers, and curriculum reviewers while working with a global digitalization leader to create materials to better prepare students to enter the cyber-physical world of advanced manufacturing.
- Engineering Technology created an advanced manufacturing fast track designed as an accelerated pathway to industry for students with related prior experience.
- Sciences faculty successfully implemented the use of Gates Foundation funding to develop and incorporate high quality, personalized and affordable digital courseware into seven sections of the Principles of Biology course.
- Four Culinary students participated in a 10-week internship to the Amalfi Coast of Italy where they received culinary training.
- Culinary and Baking and Pastry Arts updated the sequencing format of its lockstep programs to increase future enrollment, retention and graduation rates based on a review of retention data.
- Culinary student team earned a Silver Medal in the 2016 American Culinary Federation NC Student Team competition.
- Dance completed an Articulation Agreement with UNC-Greensboro.
- Art Appreciation faculty prepared to implement the first Intentional Course Design Pilot in select summer 2017 sections.
- Interior Design created a new diploma in Kitchen and Bath Design.
- Associate in Fine Arts held its first Advisor's Day, which hosted more than two dozen advisors for a tour of the division's classrooms and studios with an explanation of the degree programs by division faculty.
- Dental Hygiene celebrated 50 years of providing quality graduates to the community.
- Respiratory Therapy incorporated a case-study and poster presentation for second-year students that mirror those performed in baccalaureate programs.
- Respiratory Therapy initiated a specialty rotation to allow students an opportunity to foster learning in an area of interest (e.g. adults, neonatal or pediatrics).
- Substance Abuse hosted a lunch and learn program for Allied Health students on Becoming a Tobacco-Free Advocate. The program, which featured speakers from Carolinas Healthcare System and Public Health, was attended by 130 students and faculty.
- Developmental Disabilities Technology worked collaboratively with Early Childhood Education and Occupational Therapy Assistant to develop a new certificate, Developmental Disabilities with a Specialization in Children with Exceptionalities.
- Developmental Disabilities Technology created the Developmental Disabilities Student Advisory Board.
- College and Career Readiness completed its first year of Work and Learn, a comprehensive education, training and employment program for young adults ages 16–24 with barriers to employment. The program served 140 students who earned high school credentials; completed paid internships, workplace tours and job shadowing; and enrolled in short-term occupational programs.
- College and Career Readiness completed its first year of Working in America, an integrated education and training program for immigrants. The program served 52 students with an 85% retention rate; 17 students co-enrolled in occupational training programs, 11 found new employment as a result of their participation, eight were placed in internships and the remainder continued in their ESL studies to prepare for college enrollment.
- College and Career Readiness's Way to Work program, a career-infused program for low functioning adult learners, served 44 students in 2016–2017; students earned their Working Smart soft skills certification and completed eight-week unpaid internships.
- College and Career Readiness's Pathways to Careers program assisted 62 students in earning short-term occupational certificates in housekeeping, culinary, construction and early childhood education.

- STAR students who used college resources to which they were referred achieved good standing for the semester at an 11% higher rate than those who were referred but didn't use the resource.
- ACA, English and Humanities created innovative ways to offer English to Information Technology students through CBE.
- ACA, English and Humanities worked with the Retention Committee to determine better ways to serve English as a Second Language students who are not being successful in DRE and ENG 111 classes.
- ACA, English and Humanities faculty took leadership roles in the Critical Core initiative and led the direction of the Associate in Arts Healthy Program Review.
- ACA, English and Humanities expanded study abroad opportunities to Ecuador for summer 2017.
- Behavioral and Social Sciences founded and recruited core members for a new student organization on the Levine Campus—the Human Rights Initiative.
- Behavioral and Social Sciences helped promote student transitions to local universities by introducing past Sociology Psychology Association club members and current CPCC students in hopes of easing the anxiety of entering a new school.
- Behavioral and Social Sciences worked to address and promote diversity by planning and carrying out two interfaith religious panels; panelists included individuals from the following traditions: Muslim, Jewish, Christian, Buddhist and Hindu.
- Business and Accounting revised its program sequences so students can take mathematics before accounting and economics.
- Business and Accounting successfully hosted its sixth Annual Business and Accounting Week, featuring industry leaders across a variety of disciplines. It also hosted its fourth *Annual Graduate Recognition Luncheon*.
- Business and Accounting student club Enactus (Entrepreneurial Action Us) successfully took part in the national Enactus competition in Atlanta.
- Business, International and General Studies created The Levine Culture Committee to promote learning and growth for students, faculty and staff through the experience of different forms of art.
- Business, International and General Studies facilitated the creation of articulation agreements between CPCC and the University of North Carolina at Charlotte and the University of North Carolina at Greensboro.
- Business, International and General Studies worked with Red Ventures to create job opportunities for CPCC students.
- Library Services launched *LibChat*, a service that allows students to chat with or text librarians about research questions via the library website and specific courses in Blackboard, including in the evenings and on weekends.
- Library Services created touchscreen sign-up panels for group study rooms by repurposing first generation iPads.
- Corporate and Continuing Education Computer Technology Institute saw a 15% increase of repeat business, from previous years, due to stronger communication to students and an instructional delivery quality improvement plan.
- Corporate and Continuing Education Economic Recruitment team supported 14 customized training projects with companies such as Tableau, Power BI, Living the Sealed Air Values and Social Media Brand Ambassador resulting in 472 classes, 4,149 hours and total training expenditures of \$833,477.
- Corporate and Continuing Education Financial Services Institute (FSI) and Student Services collaborated under a one-year grant from MetLife to create The Keys to Financial Success Center.
- Corporate and Continuing Education FSI designed a comprehensive financial education curriculum to help CPCC students enhance their financial skills.
- Corporate and Continuing Education Small Business Center designed and offered a track of five workshops to help entrepreneurs structure a venture capital deal, protect their intellectual property and prepare and practice their pitches for the *Shark Tank* open casting call, which accounted for 289 verified attendees.
- Global Learning Office increased student participation in the Study Abroad program by 55% over 2016 to seven different countries and focused on service, language immersion, business, health, humanities and art.
- Corporate and Continuing Education FSI received approval from the Nationwide Mortgage Licensing System (NMLS) for a new Continuing Ed (CE) class, 2017 Privacy, Policies & Protections, to be offered via WebEx and classroom.
- Office Administration hosted the 5th Annual Summit this year in celebration of Administrative Professionals Week with the theme *Building Your Personal Brand*.

- Office Administration marked the first-year anniversary of the Dora Johnson Office Technology Center with more than 2,000 student participants and more than a dozen classes utilizing the facility to perform workplace simulation exercises.
- Office Administration received approval to implement the first phase of the Office Administration Alignment Project by adding a new Medical Billing and Coding degree and a Procedural and Diagnostic Coding certificate.
- Paralegal faculty conducted their biannual North Carolina Certified Paralegal Prep Seminar; candidates sitting for the exam yielded a 100% pass rate.
- Cosmetology developed Corporate and Continuing Education course offerings for cosmetology graduates and licensed industry professionals.
- Teaching and Education Careers launched three new continuing education courses that resulted in more than 120 local educators attending one or more courses.
- Teaching and Education Careers partnered with North Carolina Project Learning Tree to develop a series of environmental education courses designed for teachers, educators, parents and community leaders.
- Teaching and Education Careers offered a NC-approved Substitute Teacher Training Certificate online.
- Admissions, Registration, Records and Graduation updated the *Middle College High School Registration Procedures*.
- Admissions, Registration, Records and Graduation collaborated with ITaRS staff to implement College Foundation of North Carolina (CFNC) Crossroads and CFNC Cross Connect. CFNC Crossroads is the College Foundation of North Carolina college application portal used by the college.
- Admissions, Registration, Records and Graduation collaborated with ITaRS, Learning and Auditing to implement the use of a 'W' registration status for courses dropped after the census date and through the 35% date of each section.
- Admissions, Registration, Records and Graduation developed and led the Centralized Residency Implementation Team to ensure a successful implementation.
- The Admissions, Registration, Records and Graduation Harris Campus staff participated in the Harris Campus Open House and assisted 45 students.
- Advising and Student Success Centers developed and implemented *Academic Advising in ACA 122* where academic and transfer advisors guide college transfer students through course selection and transfer processes; a total of 920 students participated.
- Advising and Student Success Centers conducted four presentations on academic advising in Expository English classes at the Cato Campus.
- The ESS Assessment Office offered nine *ESS Assessment Training Guide* work sessions during the fall semester designed to assist ESS staff in the completion of the *ESS Assessment Training Guide*; 14 ESS staff members attended the sessions.
- College Security Services supported Emergency Management to enhance existing notification systems, processes and procedures in efforts to improve emergency communication and services for students, faculty and staff. The Building Captain training sessions increased from six in 2015 to 29 in 2016. Emergency Preparedness training increased from three in 2015 to 12 in 2016.
- Career Services interacted with 4,785 students in presentations, compared with 4,575 in 2015 (5% increase).
- The Care Team's palm cards were distributed in multiple ways to students and staff on all campuses.
- The Care Team presented how to report a concern to the Care Team or Student Conduct to 300 students in 15 class sections, 80 Math and English faculty, and 29 staff and faculty members during the ESS Professional Development Day.
- Center for Military Families and Veterans started veteran support groups at three campuses.
- Counseling Services conducted 289 personal counseling sessions during July 2016 – December 2016, representing a 29% increase in personal counseling sessions from the previous academic year (224 sessions were held during July 2015 – December 2015).
- Counseling Services made 501 contacts with students on Academic Probation during July 2016 – December 2016, representing a 41% increase from the previous academic year (356 probation contacts were made during July 2015 – December 2015).
- Counseling Services made 499 contacts with students on First Academic Suspension during July 2016 – December 2016, representing an 11% increase from the previous academic year (450 First Suspension contacts during July 2015 – December 2015).
- Counseling Services conducted 29 workshops and outreach events between August and December 2016, providing information and assistance to more than 750 students, faculty and staff in classrooms and other campus settings.

- ESS Directors at Cato and Levine campuses conducted the first Grade 13 orientation for students in Cato and Levine Middle Colleges to make students aware of the student service programs most beneficial in their transition from CPCC to the four-year college or university of their choice.
- Disability Services served 513 students during the fall semester; an 11% increase from students served during the same period last year (457).
- Emergency Management merged with College Security Services.
- Financial Aid provided two Professional Development sessions to CPCC employees on the 2017–18 changes to the Free Application for Federal Student Aid (FAFSA); 32 employees attended.
- First Year Experience opened a lab at the Cato Campus in January to help orient students and assist in enrollment steps. The Financial Aid/Veterans Affairs Office provided financial aid workshops to 24 students at all campuses to emphasize the 2017–18 changes to the FAFSA. The change allows students to report tax information from a prior tax year, allowing tax information from two years ago.
- The Graduation Office awarded 437 credentials for summer 2016 and awarded 616 credentials for fall 2016.
- The Graduation Office audited 1,067 transcripts that yielded 63 summer semester Reverse Transfer graduates.
- International Programs and Services partnered with ITaRS and the English and Humanities Division to develop a Datatel registration rule that prevents students from registering for English courses without proof of proficiency.
- The Office of Mentoring and Bridge assisted 2,700 students with registrations, tutoring and registration.
- The Office of Mentoring and Bridge created and implemented the *Bring Your A-Game* program (a faculty, staff and student academic chat and basketball activity) to 294 students.
- The Office of Mentoring and Bridge increased from 210 MAN UP members to 326 MAN UP members during the fall semester.
- The Office of Mentoring and Bridge provided support to 2,700 students with registration, tutoring, reviewing majors, interview prep and providing a comfortable area to complete homework/class assignments.
- Office of Mentoring and Bridge had 59 students complete the MAN UP Leadership Academy.
- Outreach and Recruitment conducted tours for 300 potential students from a newly created online sign-up tool to support college enrollment.
- Outreach and Recruitment hosted 14 informational sessions of Career and College Promise and had more than 250 students attend to learn more about the program.
- Outreach and Recruitment hosted 850 potential students at a CPCC Open House that showcased ESS departments and academic programs.
- Outreach and Recruitment organized an Open House for displaced ITT Technical College students to understand their options.
- Outreach and Recruitment organized 900 students to participate in THE Geek Fest that allowed students to learn more about creative innovations.
- Outreach and Recruitment presented, *Maximizing Recruitment* at the North Carolina Community College System Conference to discuss best recruitment practices at CPCC. Single Stop trained nine College and Career Readiness advisors on the Single Stop benefits screening platform.
- Student Conduct and Civility developed an online professional development training module including information about how to report a concern to the Care Team or Student Conduct office.
- Testing Services collaborated with ITaRS to install 20 new computers in the Central Campus Testing Center and a new router for improved Wi-Fi reception.
- Testing Services collaborated with ITaRS to update NetOp Vision software to ensure compatibility with Pearson-Vue testing software.
- Testing Services created an online, Web-based form to improve the scheduling process for distance learning students.
- The Transfer Resource Center's Passport Program welcomed a total of 252 students who enrolled; a 40% increase from fall 2015.
- The Office of the Vice President for Enrollment and Student Services expanded the RISE (Resources Inspiring Student Excellence) program to the Cato and Levine campuses. This expansion allows more female CPCC students to benefit from success programming.
- The Academic Learning Center standardized its tutoring process to ensure consistency among the campus centers.
- Admissions, Records, Registration and Graduation's representative served on the NC Competency Based Education Project Team.

- Admissions, Records, Registration and Graduation implemented the Centralized Residency Determination Process.
- Advising and Student Success Centers facilitated the College Connection period (March and April) where a total of 700 CMS seniors registered.
- Admissions, Records, Registration and Graduation awarded 437 credentials for summer 2016; 616 credentials for fall 2016; and 1,351 for spring 2017.
- Admissions, Records, Registration and Graduation audited 1,754 transcripts that yielded 96 Reverse Transfer graduates.
- Career Services partnered with 35 academic programs to provide Career Development instruction.
- Career Services provided 222 presentations to 5,442 students (duplicated); a 5% increase in presentations and a 12% increase in students over 2015–16.
- The Center for Military Families and Veterans partnered with the Single Stop Office to provide a financial literacy workshop. A total of 15 student veterans attended the event.
- Counseling Services conducted 276 personal counseling sessions during spring 2017; a 7% increase in personal counseling sessions over spring 2016.
- Counseling Services made 260 contacts with students on Academic Probation; a 69.9% increase over spring 2016.
- Counseling Services made 441 contacts to students on First Academic Suspension; a 4.3% increase over spring 2016.
- Counseling Services conducted 45 workshops and outreach events providing information and assistance to more than 965 students, faculty and staff in classrooms and other campus settings; a 60.7% increase in events and a 149.3% increase in participation over spring 2016.
- Counseling Services' Positive Community for Women provided nine events where a total of 155 women participated; an 82.35% increase over 2015–16.
- Counseling Services hosted *Counseling on the Green* events at the Central and Levine campuses. The event included mini-workshops, activities and information for 300 participants.
- Disability Services developed a supplemental video in American Sign Language explaining the *Get Started* enrollment steps.
- The ESS Director at Harper Campus assisted in the planning and implementation of the March Madness program. This collaboration included faculty and ESS staff at the Harper Campus and promoted early advising for spring registration.
- The Family Resource Center developed a support group for parents receiving the Childcare Grant where parents and their families received support and learned about resources in the community.
- Financial Aid and Veterans' Affairs had office documents translated into Spanish for students' convenience.
- Financial Aid and Veterans' Affairs completed the setup and implementation of Financial Aid Self Service, resulting in better communication between the Financial Aid Office and the students.
- The Office of Mentoring and Bridge increased the number of MAN UP program participants to 404; an 80.35% change over 2015–16. Participants attended the *Uplifting the Black Male* conference at Virginia Tech University and the *Men of Color* conference at Clemson University.
- The Office of Mentoring and Bridge facilitated five college tours to UNC-Wilmington, North Carolina Agricultural and Technical State University, UNC-Greensboro, UNC-Charlotte, Clemson and Virginia Tech universities.
- The Office of Mentoring and Bridge held an Empowerment Summit for students, staff and the community where 80 people attended the event.
- The Office of Mentoring and Bridge facilitated the MAN UP Leadership Academy for 70 student program participants.
- Service-Learning conducted two poverty simulations; a total of 60 students participated in each poverty session.
- Student Success Services helped students in the College Transfer Success classes with course selection and transfer processes. Advisors visited 25 course sections meeting with a total of 625 students.
- Sponsored Programs implemented a process to help sponsored students understand why certain paperwork is needed and why it is important for them to follow sponsorship protocol.
- The Business Office participated in the Student Resource Day at the Cato, Merancas, Harper and Central campuses to present the BankMobile Debit Card to students, discuss student refunds and answer various frequently asked questions about student accounts.
- Facilities Services managed the design and construction of all bond and state-funded capital projects including the new Ed Center, new Student Success Center, Merancas CDL Lot and Central Campus North Energy Plant, as well as the construction of the new ATC, Levine III and Harper IV.

- Facilities Services continued to manage county capital project funds for repairs and renovations for all college facilities including the green roof, Levine Campus boiler, Ed Center roof and boiler, all campus security door upgrades, Merancas Courtroom upfit, Drumm Building 2nd floor, Overcash roof and South Energy Plant upgrades.
- Facilities Services continued to manage and implement the GCA third party contract model of comprehensive facilities maintenance to provide excellence in facilities maintenance, increased customer satisfaction and maximized efficiency of operations.
- To gather feedback on GCA's performance, FS emailed monthly random Customer Satisfaction Surveys; 92% of surveys were returned with an overall "favorable" rating.
- Human Resources partnered with Student Life on the Drug Free College Program's Biennial Review by distributing and analyzing the Drug Free Program's Biennial Survey data.
- Information Technology and Research Services enhanced the CPCC mobile application so students have the ability to check their balance and initiate a payment through self-service from the CPCC app.
- Information Technology and Research Services added a directory lookup for CPCC Services that produces a walking pathway to the service location from the kiosk location. Building data has been added to show an image of each building as well as all departments housed within the building.
- Information Technology and Research Services collaborated with Community Relations and Marketing Services to assist in the creation of a new position for and hiring of Director of Digital Strategy.
- Information Technology and Research Services developed a subsequent RFP for the next major redesign of the college website to include information architecture, aesthetic design and usability improvements.
- Information Technology and Research Services installed an audio visual system to monitor and record student simulations using multiple IP Cameras and streaming media clients as well as a new recording server and repository for captured events.
- Information Technology and Research Services incorporated technical assessment into an improved Learning Management System change review process to include accessibility verification.
- Information Technology and Research Services worked with the Digital Learning Accessibility Committee as well as Facilities Services to develop a three-year ADA compliance plan for the college.
- Information Technology and Research Services partnered with vendors to create, design and procure a model for the CPCC classroom of the future. This will be designed to meet the evolving technological needs of the students and instructors in the physical classroom.
- Information Technology and Research Services partnered with Library Services and Facilities Services to design a customer service change based on CPCC Cloud shared HelpDesk, ITS Express, at Central Library. ATC Student Technology Center moved to the Learning Resource Center first floor with a space for ITS Express services.
- Due to the creation of ITS Express, students will now receive a holistic service through the combined services from ITS and Library.
- Information Technology and Research Services improved the Enterprise Resource Planning system to prevent downtime in the event of a disaster by reducing the ERP database Recovery Point Objective to three hours during normal business hours (previously 24 hours), implementing voice routing equipment and creating off-site services for voice services in the event of a failure of the primary system on Central Campus.
- Information Technology and Research Services continued its initiative to automate college technology services, leveraging multiple technologies to improve service delivery and provide efficient use of human assets by implementing a preliminary framework that eliminates the need for manual data entry by college system administrators without sacrificing service integrity.
- Information Technology and Research Services collaborated with faculty and other partners to provide the Academic Technology Lab in LRC 405 for faculty to test emerging technologies.
- Information Technology and Research Services worked with eLearning to create and implement an eLearning support system using the ITS Help Desk as the first point of contact for eLearning support.
- Information Technology and Research Services piloted and developed a roadmap for CPCC Cloud and advancing technologies in the classroom with Dental Hygiene and Cato Campus.
- Information Technology and Research Services improved visibility into the operational status of critical software and services through a manually-updated service status page that indicates the current status of key college services via the website.
- Information Technology and Research Services enhanced the student experience by providing students online self-service access to their financial aid applications.
- Information Technology and Research Services developed system/software and extracted data to complete a dashboard for the Critical Core initiative in support of student success, student retention and completion rates.

- Information Technology and Research Services partnered with leadership from Success through Academic Reporting (STAR) and Counseling and Advising to improve student retention by working with college stakeholders to enhance the Online Student Profile to allow for easier referral of students and better identify and track the reasons for student visits to various ESS areas.
- Information Technology and Research Services presented data on enrollment and retention to College and Career Readiness staff to aid in developing their future objectives.
- Information Technology and Research Services presented enrollment, retention and graduation data to chairs of the Healthy Program committee.
- Information Technology and Research Services provided data and survey results to the Intentional Course Design committee.
- Information Technology and Research Services facilitated the annual update of the CPCC catalog in time for all registration periods including priority registration.
- Information Technology and Research Services improved college access to information by posting permanent instructions for maintaining the e-directory and conducting e-directory trainings with department liaisons.
- The Institutional Advancement Office (CPCC Foundation, Government Relations & Grants, Services Corporation) has secured external private and public funding to enhance the learning environment and opportunities for students and to increase the opportunities for success and meaningful employment. Significant sources of support include: U.S. Department of Labor, National Science Foundation, Belk Endowment, Merancas Foundation, JPMorgan Chase Foundation, Howard Levine Foundation, Leon Levine Foundation, Bank of America, Wells Fargo, Cato Corporation and Carrier Corporation. External support has been secured to develop and enhance instructional programs, promote workplace learning, extend scholarship support and secure property for the college.
- CRMS used black and white student portraits to tell student stories on social media to reach a greater respected student population with inspirational stories.
- CRMS created the new position of Director of Digital Strategy and hired Joanne Joy.
- CRMS created the RFP to hire a consultant/vendor to design/develop a new college website which is under review by the state procurement office.
- CRMS partnered with ITaRS to determine if there is a workflow software better than SharePoint to interact with printing vendor and alleviate the heavy use of email for vendor communication and job tracking.
- CRMS continued to work closely with ESS to support, market and brand ESS initiatives such as prompting current students to take advantage of priority registration periods.
- CRMS team members conducted focus groups with current students to learn the best communication methods to reach them. The groups provided no single-best channel. Students aged 18-22 reported that they used a variety of media and often attempted to avoid traditional media, such as TV, broadcast radio and even some of the popular social media channels such as Facebook.
- The college posted FTE gains for the summer 2016, fall 2016 and spring 2017 semesters. The enrollment plan for each of these semesters focused on reaching traditional-aged students with multiple in-home mailings and emails.
- For the first time, CRMS/ESS used direct mail pieces printed in Spanish to reach the families of prospective Latino students. In addition to the direct-mail pieces, CRMS placed ads in two Hispanic newspapers and ran spots on Hispanic radio stations.
- Americans with Disabilities Act (ADA) Compliance Committee installed a second handicap door access button, added two ramps and painted new pedestrian patterns in the parking lot at the Education Center.
- ADA toured Central Campus with CATS Special Transportation Services to determine the safest drop-off point after the closure of the Kratt Building.
- ADA added a new crosswalk and curb cuts at Levine Middle College.
- Advisement Management Team (AMT) created a handout of the Advising Syllabus with input from stakeholders and CRMS.
- Classified Staff Council hosted speakers for training on the Critical Core initiative, social media, the Executive Women International (EWI) Scholarship program and the Resources Inspiring Student Excellence (RISE) program to learn more about student services.
- Retention Committee identified specific student cohorts that impact student retention, assigned leaders for research/action and presented data analysis findings for recommendations regarding actions that should help students be more successful.
- Retention Committee recommended the college hire a success coach, patterned after the successful CPCC TriO model, to work with students who have a high school GPA of 1.5 or lower.

- QEP-STAR increased faculty, staff and student awareness of STAR by conducting 89 class presentations in the fall and 55 in the spring to selected cohorts.
- QEP-STAR's full-time STAR coach had a more dedicated weekly presence at Levine, Cato and Merancas campuses.
- QEP-STAR increased the number of email/phone notifications to cohort students receiving unsatisfactory STAR reports.
- QEP-STAR coaches can now log student visits in the Online Student Portal (OSP); and counselors, advisors and faculty can see the visit notes.
- Veterans Assistance Committee hosted four Green Zone trainings, designed to equip faculty/staff with information supporting student veteran and military transition success at three area campuses. Nearly 100 participants completed the training.

Goal 2 – Organizational Learning and Development: Foster an organizational culture that maximizes individual growth through expanded learning opportunities.

- Professional Development offered eight face-to-face part-time faculty orientation sessions and created an online resource site for all part-time faculty.
- Professional Development supported division directors and program chairs' academic leadership skill development, particularly in developing faculty growth plans.
- Professional Development offered a Manager's Academy to professional staff with a focus on communication, employee motivation and having difficult conversations.
- Professional Development partnered with the STAR office to develop and implement online STAR training for all full- and part-time faculty.
- eLearning, in partnership with Disabilities Services, reviewed and made recommendations for more than 60 courses that needed revisions to meet Americans with Disabilities Act compliance standards.
- ACA, English and Humanities organized and offered the ACA Conference in October 2016 to promote opportunities for collaboration with other institutions of higher learning.
- CPCC Levine Campus Administration, in partnership with the CPCC Galleries, offered two Faculty/Staff Painting Workshops led by Ashley Lathe, the artist-in-residency at the Levine Campus; 44 faculty and staff members created their own art pieces with the guidance of a professional artist.
- Behavioral and Social Sciences oversaw a faculty pilot and conducted a pilot of a signature assignment for the Critical Core initiative, co-led the first Critical Core interdisciplinary assessment evaluation of piloted signature assignments and led arts and science disciplines through alignment of courses to Critical Core competencies and key indicators.
- Human Services program provided training on prevention of domestic violence and child abuse and neglect.
- Paralegal implemented a faculty mentorship program where the full-time faculty act as formal mentors to part-time faculty who teach the same course.
- College and Career Readiness initiated a department-wide strategic planning process involving seven action teams comprised of faculty and staff who are proposing recommendations for program improvements and growth.
- Corporate and Continuing Education Computer Technology Institute improved overall team collaboration and communication through various team building training modules, including Strengths Finder 2.0 to improve overall processes, program development and productivity.
- Global Learning Office hosted a roundtable for faculty with Gillian Tett, the managing editor of the Financial Times, to discuss relevant international economic issues.
- Corporate and Continuing Education's Financial Services Institute implemented an annual Instructor Best Practices Day and a new Instructor Resource Section that is available to all instructors.
- STEM unit hosted an evening professional development workshop for part-time faculty in the Mathematics and Sciences divisions.
- Global Learning Office recruited more than 10 new faculty to participate in the Scholars of Global Distinction program and to globalize the curriculum.
- Professional Development (PD) prepared three new courses and re-engineered the Part-time Faculty Orientation and the Part-Time Great Teachers program; 133 part-time faculty were served.
- PD offered 75 technology related courses for a total of 7,534 training hours; 609 participants were served.
- Developmental Disabilities Technology faculty facilitated Teaching and Learning Alive, an interactive professional development session for the Health and Human Services Learning Showcase.
- Construction Technologies faculty completed training in BIM 360 and BIM Glue design software applications.

- Air Conditioning, Heating & Refrigeration completed training on WrightSoft HVAC design software.
- Construction Technologies sponsored an employee in the E4 Carolinas Emerging Leaders Program.
- Advertising & Graphic Design developed a syllabus template with expanded content, including college and program policies, to ensure consistency across instructors and courses.
- Information Technology division expanded learning opportunities for students, faculty and staff by becoming a Microsoft Imagine Academy.
- Sciences division hosted a professional development workshop for Instructional Lab Coordinators and Instructional Lab Facilitators, which led to improvements in the alignment of learning experiences for students in the lab and lecture portions of their respective science courses.
- Mathematics faculty member, Christie Williams, was appointed to serve on the Faculty Development Task Force for the NCCCS Student Success Centers initiative.
- STEM delegation of four toured three factories, two schools and the partner chamber of commerce in Karlsruhe, Germany, to learn best practices in workforce development from the German companies who have operations in Charlotte.
- Health and Physical Education partnered with the CPCC library, and incorporated a research component into the Personal Health and Wellness course.
- Substance Abuse instructor, Tony Beatty, was selected to attend the National Frontier and Rural Addiction Technology Transfer Center Technology Summit; received the CPCC Instructor of Excellence Award; and received a 2016 John & Suanne Roueche Excellence Award presented by The League for Innovation.
- Medical Assisting and Emergency Management Systems collaborated for interdisciplinary mock scenario days.
- Associate Degree Nursing students made a service-learning trip to Guatemala.
- Teaching and Education Careers increased outreach to part-time faculty. As a result, all part-time faculty completed required employee and Blackboard training and are kept abreast of college and department news and policies.
- Early Childhood Education participated in the Critical Core Initiative pilot testing and five Early Childhood program faculty have been invited to present at the Critical Core Symposium.
- Communications, Film and Video Production, and Broadcast and Production Technology faculty members participated in producing and coaching the Ted-Like Talk presenters for Sensoria.
- Behavioral and Social Sciences faculty served as mentors for instructors at the Merancas Campus and shared examples of innovative techniques utilized in their courses.
- Library Services developed a fake news training and research guide to assist faculty, staff and students with identifying and avoiding the use of disreputable information sources.
- Library Services developed copyright training and a research guide to inform faculty and staff on copyright issues in education.
- Corporate and Continuing Education Computer Technology Institute implemented an instructional delivery quality assurance program where 75% of the part-time instructors have been observed/evaluated with an action plan to improve the overall delivery of content.
- Corporate and Continuing Education Economic Recruitment staff completed certifications in Human Capital Strategist, Strategic HR Business Partner and Strategic Workforce Planning.
- Corporate and Continuing Education Economic Recruitment staff have been trained as facilitators in supporting delivery of Managing Change through Learning Maps for several customized training clients.
- Corporate and Continuing Education Economic Recruitment/Corporate Learning staff attended a two-day Global Conference at CPCC to learn from Fortune 500 leaders.
- Corporate and Continuing Education Financial Services Institute (FSI) held two Best Practices Real Estate instructor workshops for part-time instructors.
- Global Learning Office and Business & Accounting division hosted the spring Global Issues Forum, with more than 150 participants.
- Professional Development and eLearning partnered with the Critical Core to help faculty design signature assignments that integrate program, course and Critical Core competencies.
- Professional Development and eLearning provided leadership for moving the Strategic Plan for Online Learning to action.
- Professional Development and eLearning partnered with the Competency Based Education initiative to assist faculty in developing learning and assessment measures aligned to the Competency Based Education program requirements.

- ACA, English and Humanities worked with the CPCC Services Corps to host the second annual ACA conference at the Harris Conference Center; 100 instructors and administrators from North and South Carolina attended.
- The Academic Learning Center assessed tutoring effectiveness in three areas-greeting, tutoring session and closing. The goal was to receive a rating of three or above from the students receiving the services. A total of 386 students were asked to complete the surveys, and 95% of the students gave a rating of three or above in the targeted areas.
- Admissions, Registration, Records and Graduation participated in webinars regarding Clearinghouse as it related to evolving the enrollment and compliance process.
- Admissions, Registration, Records and Graduation participated in the Southeastern Datatel User Group conference.
- Admissions, Registration, Records and Graduation Campus Registrars attended the Leadership Series: Exemplary Leadership Practices.
- Advising and Student Success Centers received the National Academic Advising Association (NACADA) Award for Two-Year Colleges for their presentation entitled, *A Community Advising Model*.
- Career Services developed new online training entitled, *Career Services at CPCC*; a total of 27 faculty and staff completed the sessions.
- The Center for Military Families and Veterans in partnership with Student Life launched *Green Zone* training to provide information to faculty, staff and students about veterans.
- The Center for Military Families and Veterans coordinated Veterans' Day events at three campuses.
- College Security Services shared safety tips in *The Communicator* as it pertains to safety on, as well as commuting to and from, all CPCC campuses.
- College Security Services developed the *See Something, Say Something* campaign in collaboration with the Community Relations and Marketing Services (CRMS) department.
- College Security Services sponsored professional development *Lunch and Learn* events and security-related training opportunities for CPCC students, staff and faculty.
- College Security Services presented *Cyber Crime* workshops for ESS staff on ESS Professional Development Day.
- ESS Directors developed a leadership series for student services leaders at the area campuses; a total of 19 ESS staff earned a certificate in Multi-campus Leadership Training.
- ESS Directors hosted Professional Development Days for ESS staff at the area campus.
- The ESS Directors participated in the ESS Showcase and highlighted best practices at the area campuses.
- The Graduation Office hosted *Debunking Graduation Myths*, a professional development learning session for college faculty and staff.
- Outreach and Recruitment presented a workshop entitled, *Maximizing Recruiting* at the North Carolina Community College System on best recruitment practices.
- The Financial Aid Office provided Financial Literacy workshops and partnered with Single Stop to encourage students to understand their financial aid responsibilities.
- Mark Helms, Tracy Moore and Tony Jones conducted a presentation at the NCCCS Conference entitled, *Best Practices for Student Conduct and Behavioral Interventions*.
- The Single Stop staff participated in a panel discussion about the Single Stop program at the NC Community College System conference; a total of 20 people attended.
- Student Life facilitated, supported or planned more than 550 events during fall semester, serving 21,000 students.
- TRIO-Student Support Services part-time coaches and full-time counselor attended the Association of Tutoring Professionals.
- TRIO-Student Support Services tutors completed the online tutor training developed in partnership with the Office of Professional Development and eLearning.
- The Testing Services staff at the Central Campus passed a two-hour comprehensive recertification exam for Pearson-Vue, Inc.
- Four Central Campus Testing Services staff completed the comprehensive College Level Exam Program (CLEP) online training assessment and passed a CLEP certification exam.
- International Programs and Services staff attended an interactive webinar hosted by U.S. Department of Homeland Security to discuss regulatory changes about community colleges and fee updates.
- International Programs and Services staff completed the required Designated School Official training series through SEVIS to ensure documents issued on behalf of CPCC comply with federal regulations.

- Admissions, Records, Registration and Graduation streamlined the Summer Bridge registration process as a result of the 2017 assessment project.
- Advising and Student Success Centers presented three concurrent sessions and one poster session at the National Academic Advising Association Regional III Conference.
- College Security Services and Emergency Management provided *Active Shooter/ What to do in the Event of an Emergency* training for all CPCC faculty, staff and students. This training included local first responder agencies.
- College Security Services and Emergency Management offered annual training for Directors of Campus Security and Assistant Directors of Campus Security.
- Counseling Services presented *Mental Health and Student Success* at the North Carolina Community College System conference.
- Counseling Services partnered with Library Services to provide faculty, staff and students with Safe Zone trainings, designed to raise awareness of issues impacting the LGBTQ communities at CPCC. Four different trainings were provided to 65 participants.
- Disability Services created the publishers' questionnaire, a document that provides guidance to faculty regarding accessibility and alternative solutions when adopting new textbooks.
- Disability Services facilitated five faculty workshops to a total of 33 faculty about how to work effectively with students who have disabilities.
- Financial Aid and Veterans' Affairs partnered with Professional Development to create a leadership certificate for the Financial Aid team.
- International Programs and Services staff attended six webinars and information sessions by the US Department of Homeland Security and United States Citizenship and Immigration Services to discuss regulatory changes pertaining to community colleges and fee updates and ways to advise students on travel bans and border patrol screenings.
- Service-Learning offered 17 overview sessions to 159 instructors, with a focus on recruiting new part-time faculty to the program. As a result, nine new instructors were added to the Service-Learning faculty team.
- The Office of Student Conduct and Civility presented information about student conduct and the Care Team to 115 new employees in 15 sessions.
- Student Life facilitated, supported or planned 1,000 events during 2016–2017, serving 35,209 students.
- TRiO Student Support Services' three part-time coaches and counselors participated in the Basic Academic Coaching and Advanced Coaching Certification webinars sponsored by the Association of Tutoring Professionals and became members of the National Tutoring Association the certifying body.
- TRiO Student Support Services' seven tutors were oriented and trained using the online tutor training developed in partnership with the office of Professional Development and eLearning. This training is an integral piece of training required to maintain the TRiO-Student Support Services tutoring program's College Reading and Learning Association Certification.
- The Office of the Vice President for Enrollment and Student Services (VP, ESS) arranged for selected staff from Student Life, Conduct and Civility, College Security and Outreach and Recruitment to complete training through Race Matters for Juvenile Justice to educate staff on ways to better serve students.
- The Office of the VP, ESS engaged ESS managers in a day-long workshop about current practices in ESS.
- Compliance & Audit staff stayed abreast of developing topics and best practices to provide the best possible services to the college by optimizing professional development opportunities and participating in training opportunities at the college.
- Compliance & Audit, Environmental Health and Safety (EHS) staff members have successfully completed the 20 hours training requirements in addition to serving on or completing the following learning opportunities: North Carolina Community College Continuing Education Conference Planning Committee, Employee Recognition, Professional Development, State Employees Association of NC, Health Policy Committee, Be Well Committee, Safe College Team, Institutional Effectiveness, Board member of the Institute on Internal Auditors and graduate of the 2017 NCCCS 2017 Leadership Development Program.
- EHS was awarded the Gold Safety Award from the N.C. Department of Labor.
- Accounts Payable, Budgets, Payroll and Procurement served on committees including but not limited to: Classified Staff Council, Hagemeyer Committee, College Information Technology Team, Records Retention and Archival Committee, Diversity Committee and Dimensions of Leadership.

- All Controller Units and Accounts Payable, Budgets, Payroll and Procurement participated in continuing education conferences, workshops, webinars and roundtables: APA and Charlotte Chapter APA (American Payroll Association), ACCBO (Association of Community College Business Officers), CCBO (Community College Business Officers), NAEP (National Association of Educational Procurement Professionals), SEDUG (Southeastern Education Users Group), NIGP (National Institute of Governmental Purchasing, Inc.), IRS (Internal Revenue Service) and NCDOR (North Carolina Department of Revenue) webinars on new and/or changing tax regulations.
- Financial Statement preparation and year-end processes were evaluated for efficiencies, and report processing (such as the HUB report) were reviewed to determine where preparation efficiencies could be achieved.
- The Financial Services team updated the procedures preparing the HUB report to utilize Excel to gain efficiencies in preparing the reports.
- The Grants, Contracts & Financial Aid Accounting team participated in several conferences, workshops and trainings, such as the Southern Education Datatel Users Group Annual Conference, Association Community College Business Officers Conferences, Society of Research Administrators International Annual Conference, etc. to enhance their working skills.
- The Business Office held roundtable discussions for all cashier offices.
- Facilities Services partnered with CPCC Professional Development staff on monthly scheduled programs that are for all Facilities Services staff.
- Eight Facilities Services staff attended the Association of Community College Facilities Operations (ACCFO) Fall Conference in September 2016.
- Human Resources offered new courses once per semester for newly hired employees.
- Human Resources partnered with McGlaughlin Young to offer specialized Employee Relations training opportunities throughout the fiscal year.
- Human Resources increased process efficiency via automating the Educational Advancement process, automating in DocuSign, the PAQ process and the FMLA process.
- Enterprise Risk Management staff participated in quarterly Risk Management Society meetings and attended the local RIMS chapter annual meeting.
- Enterprise Risk Management staff attended the Public Relations Information and Marketing Association of North Carolina (NC Prima) quarterly meetings and participated in the presentation on the implementation of ERM.
- Business Continuity staff participated in monthly meetings of the Contingency Planning Association of the Carolinas (CPAC).
- Fixed Assets and Construction Accounting staff participated in continuing ACCBO, SEDUG and CCFI education conferences, workshops and webinars.
- Campus Printing and Signs staff attended the Association of College and University Printers conference to remain current with educational in-plant print operations.
- Information Technology and Research Services provided CPCC Analytics Training sessions to Counseling & Advising Staff, STAR Committee, the Dean of Cato Campus and the Associate Dean of Arts and Communications. Intelligence for Learn Demonstrations were provided for Learning Council, CPCC Retention Committee and STAR Committee.
- Information Technology and Research Services provided Informer Open Houses to staff and faculty.
- Information Technology and Research Services participated in SEDUG, Lexmark Industry Networking Community Leader for Higher Education, Ellucian Student Focus Groups, NCCCS Data Initiative, Blackboard intelligence, iData-Data Governance and process review, NCCCS HR Reporting/Classification Team, and Ellucian LIVE HR Payroll Track Team.
- Information Technology and Research Services participated in NCCCS User Acceptance Testing and Initiatives to enhance college Enterprise Resource Planning (ERP) services.
- Information Technology and Research Services offered training and compiled data for healthy programs review to facilitate the interpretation and use of data.
- The Office of Institutional Advancement (CPCC Foundation) has provided funding to support professional development opportunities for college faculty and staff during 2016–17.
- Multiple CRMS staff members attended conferences such as a higher education social media and digital communication conference and a digital media design conference.
- ADA Compliance Committee ensured that trainings are now fully accessible to all employees.
- AMT restructured advisor training by including an advising philosophy and an introduction-to-advising component to its online site and by planning a practical, in-person course with advising scenarios.

- Classified Staff Council took a leadership self-assessment and learned strategies to improve communication skills and ways to avoid stress and conflict to better assist students at their October retreat.
- Classified Staff's Executive Council explored and planned opportunities to meet the professional development (PD) needs of Classified Staff employees at retreats held in August 2016 and April 2017.
- Classified Staff held its Professional Development Day in June with the theme of PRIDE—Personal Responsibility In Delivering Excellence.
- College Senate created a new tracking system to determine the need for additional professional development funds for educational resources and additional professional development opportunities.
- Diversity Committee hosted two panels on world religions and sponsored cultural fairs at Central and Merancas campuses.
- Institutional Effectiveness Committee (IEC)—Critical Core Initiative (CCI) Subcommittee gathered needed documented faculty/advisor, ESS and Library input.
- IEC's—STAR Subcommittee implemented and continually assessed recommended improvements to steer students in a positive, career-focused direction.
- Quality Enhancement Plan (QEP)-STAR and ITaRS made upgraded referral options in the OSP, and the Library and Single Stop were added as resources.
- QEP-STAR implemented STAR online PD training as a requirement for all faculty to complete every two years.
- QEP-STAR trainings were presented at the new full-time and part-time faculty training sessions and at division-level meetings.
- QEP-STAR revised the online PD session to include a video of students and faculty and revised the OSP and Student Success training session.
- Veterans Assistance Committee created a focus group of staff and reported findings to the Center for Military Families and Veterans.

Goal 3 – Community Catalyst: Be a catalyst for the educational and socio-economic development of the community through partnerships, coalitions, lifelong learning and civic engagement.

- The Office of the Vice President for Learning and Workforce Development hosted a summit with UNC Charlotte to develop an action plan for curriculum alignment.
- Early Childhood faculty and the student club participated on the planning committee of Metrolina Early Childhood Collaborative, which led an inaugural community-wide professional conference.
- Respiratory Therapy partnered with Carolinas Medical Center to develop specialty rotations for students to enhance learning within an area of his or her specific interest (neonatal, pediatrics, cardiac, trauma, medical or neuro).
- Mathematics hosted multiple professional development workshops for CMS high school teachers aimed at strengthening college-level math readiness for high school graduates, in fulfillment of the NC Career and College Ready Graduate legislation.
- Engineering Technology and Information Technology faculty served as research advisors to the STEM Fellows Program, mentoring underrepresented minority students pursuing bachelor's degrees in STEM fields.
- Welding Technology partnered with the Historic Rosedale Plantation to reconstruct the blacksmith shop and offer Corporate and Continuing Education blacksmithing classes.
- CPCC Galleries in collaboration with Digital Media, Journalism and Communication co-produced *Pulitzer NC: The Power of Words* in tandem with the NC Humanities Council celebrating the Pulitzer Prize in North Carolina in 2016.
- Business and Accounting student club Enactus (Entrepreneurial Action Us) successfully launched its Queen City ARTreach legacy project in conjunction with the Belmont Avenue Salvation Army Boys and Girls Club.
- Horticulture & Turfgrass partnered with Charlotte-Mecklenburg Storm Water Services to provide training in aquatic pesticides and storm water management.
- Horticulture & Turfgrass cemented a new partnership with Husqvarna, a worldwide landscape equipment company with a Charlotte base, that donated a prototype robot lawn mower to the program.
- American Sign Language/Interpreter Education Program partnered with the Deaf Women of Greater Charlotte to provide a service-learning opportunity for students.

- College and Career Readiness established expanded partnerships with the International House and the Latin American Coalition to provide English as a Second Language classes onsite and referrals to citizenship classes.
- College and Career Readiness expanded its collaboration with the NCWorks Career Centers through structured referrals of common clients, possible onsite classes and cross-training of staff.
- Global Learning Office collaborated with Student Life and the Office for International Student Programs to hold a variety of events during International Education week; more than 500 participants were exposed to global issues, culture and cuisine.
- Corporate and Continuing Education partnered with the Charlotte Chamber to coordinate and share labor market tools and analytics to identify, promote and match employer needs and economic development initiatives to training programs.
- Global Learning Office presented at the National Association of International Educators Regional Conference on the CPCC Foundation crowd-funding website for study abroad.
- Corporate and Continuing Education Financial Services Institute partnered with the Appraisal Institute and received approval to use their curriculum in our Real Estate Appraisal Pre-Qualifying classes. The Appraisal Institute curriculum is the leader in “global” standards, methodologies and practices in property economics that are used worldwide.
- Human Service faculty provided ongoing training for community agency staff, such as Domestic Violence Training for the Latin American Coalition.
- Global Learning Office presented at the Charlotte International Cabinet as a key resource in *Bringing the World to the Classroom* and shared programs and initiatives.
- Architecture Technologies won the annual design project for The Architecture, Construction & Engineering (ACE) Mentor Program – Uptown Chapter, and the Construction Technologies division partnered with the ACE Mentor Program and local construction companies for ACE Trades Day at the Harper Campus.
- Construction Technologies established the Construction Industry Education Collaboration group and took an active role in developing construction trades education programs.
- Construction Management formalized an articulation agreement with Western Carolina University for transfer credit for the Construction Management AAS.
- Construction Technologies participated in Middle School Career Days at Phillip O. Berry High School.
- Construction Technologies participated in the Imaginon Fast Track Trade School Fair.
- Non-Destructive Examination Technology participated in several career events at military bases in NC to bring awareness of the Non-Destructive Examination programs offered at the Harper Campus.
- Advertising & Graphic Design held its annual Twelve Hours of Design event (12HoD) with almost 50 participants across the Harper Campus.
- Engineering Technology met with industry and educational partners throughout Germany to discuss CPCC best practices to prepare students to enter advanced manufacturing and energy sectors in the Charlotte region.
- Automotive Systems passed the National Automotive Technicians Education Foundation certification.
- Commercial Drivers License (CDL) certified 80 new CDL drivers.
- Public Safety had more than 30 students graduate from the new alternative Basic Law Enforcement Training (BLET) program in partnership with Mecklenburg County Sheriff’s office, which allows detention officers to complete the BLET program in 32 weeks.
- Engineering Technology and Information Technology faculty served as research advisors to the STEM Fellows Program, mentoring underrepresented minority students pursuing bachelor’s degrees in STEM fields.
- Mathematics successfully embedded supplemental instructional strategies into math courses at five Charlotte-Mecklenburg Schools (CMS) high schools.
- Simulation and Game Development initiated a partnership with 704 Games, Charlotte’s premiere, local gaming company.
- Broadcast and Production Technology produced an outreach video for CMS charter school and home-school students that has been presented at area schools and will be presented following school tours of WTVI PBS Charlotte.
- Culinary faculty developed a new Career & College Promise program in partnership with CMS.
- Art Appreciation students collaborated with English Composition students as part of Charlotte’s Gantt Center and Bechtler Museum Global Inside Out project, creating captions for public art in the Washington Heights neighborhood.
- Health Information Technology (HIT) engaged in a pilot program with Novant Health for a coding class.

- Surgical Technology developed collaborative relationships with other educational institutions within the state, and the faculty worked with members of the State Assembly for Association of Surgical Technologists to develop a demonstration for the purpose of educating members of the community on the role of the surgical technologist as a member of the healthcare team.
- Developmental Disabilities Technology facilitated No Limit Theatre, a drama program for adults with developmental disabilities, in collaboration with In-Reach, NC.
- Developmental Disabilities Technology students created and donated fidgets or sensory devices to organizations that support children with disabilities and their families.
- Developmental Disabilities Technology Program Chair planned and facilitated *Disabilities and the Arts: The Case for Full Inclusion* as part of Sensoria 2017.
- Cytotechnology partnered with Lexington Medical Center to begin a spring clinical rotation and expanded its affiliation with Carolinas Healthcare System to begin a summer clinical rotation for Cytotechnology students.
- Medical Careers and Cosmetology faculty and students supported the Project Life Bone Marrow Drive collecting more than 650 swabs and Dave's Backpack project for the homeless by providing more than 25 backpacks full of supplies and food.
- Ophthalmic Medical Assistant faculty and students supported two Lions Club Vision screening events at Levine and Central campuses serving more than 75 patients.
- Early Childhood Education Club and South-West Association for the Education of Young Children hosted the *Class Matters* training presented by Rev. Dr. Paul A. Hanneman, who recently retired as program director of the Urban Ministry Center.
- College and Career Readiness expanded its outreach to immigrant populations through partnerships with Charlotte-Mecklenburg Schools, International House and the Latin American Coalition. Ten new sites were established serving 226 ESL students. The program exceeded state benchmarks for post-test rate and educational gains.
- College and Career Readiness spearheaded the development of a day-long cross-training workshop of WIOA partners including Charlotte Works, NC Works Career Centers, Vocational Rehabilitation, Department of Social Services and CPCC.
- Business, International and General Studies facilitated the creation of a local articulation agreement between CPCC and the Charlotte-Mecklenburg Schools to develop Career and Technical Education Pathways and facilitate the transfer of academic credit between the two systems.
- Business, International and General Studies was represented on the board of trustees of the Blumenthal Performing Arts Organization.
- ACA, English and Humanities partnered with the Charlotte-Mecklenburg Schools and started planning and developing the College and Career Ready Graduate project.
- CPCC's sixth annual Global Competitiveness Summit brought together regional business executives, officials and students to focus on innovation and talent.
- Corporate and Continuing Education Computer Technology Institute cultivated relationships with community organizations, such as Charlotte Chamber Power of Women.
- Corporate and Continuing Education Corporate Learning Center participated in a Siemens Advanced Manufacturing Study conducted by FHI360 with an expected publication date of Summer 2017.
- Corporate and Continuing Education Corporate Learning Center provided contract training to 76 unique organizations in partnership with the college program areas.
- Corporate and Continuing Education Financial Services Institute (FSI) partnered with the NC State Employees Credit Union (SECU) and via WebEx, educated 1,022 SECU Mortgage Loan Officers from across the state in pre-licensing education.
- Corporate and Continuing Education Leadership, Management and Professional Development collaborated with NC Works Career Centers to offer information sessions on Project Management, Business Analysis and Lean Six Sigma.
- Corporate and Continuing Education Leadership, Management and Professional Development sponsored February and May chapter meetings of the Metrolina Project Management Institute and participated in the March veteran's event.
- Corporate and Continuing Education Small Business Center collaborated with Community Relations and Marketing Services (CRMS) to create a video promotion for QuickBooks and built a targeted year-long campaign that resulted in more than 27% enrollment growth in QuickBooks training.
- Corporate and Continuing Education Small Business Center hosted casting calls for the ABC TV-show *Shark Tank* which provided national exposure for the college and attracted more than 600 individuals to CPCC.
- Workplace Learning expanded apprenticeships into the financial industry and hosted a conference for employers on how to use apprenticeships to grow talent for high demand jobs.

- Interpreter Education sponsored a deaf/blind service provider training session by the NC Division of Services for the Deaf and Hard of Hearing.
- Advising and Student Success Centers began a partnership with CMS Middle Schools to prepare students on what is needed to meet educational, career and personal goals.
- Advising and Student Success Centers conducted CPCC Days and Academic Advising at The Latin American Coalition that yielded three students per week referred to the Student Success Centers.
- Academic Advising presented to Independence and South Mecklenburg High Schools international and ESL students regarding academic and career opportunities they can pursue at CPCC. A total of 75 students participated.
- Advising and Student Success Centers conducted CPCC Days and Academic Advising at The Harvest Center to increase awareness of CPCC educational and career opportunities for more than 150 attendees.
- Career Services hosted six part-time job fairs at Central, Cato and Levine campuses with 94 employers attending; a 119% increase in employer participation from the previous year.
- The Center for Military Families and Veterans collaborated with the Women's Business Center of North Carolina and CPCC's Small Business Center in offering *A New Mission: Military Women as Entrepreneurs*.
- College Security Services cultivated external partnerships with other security agencies surrounding CPCC campuses to seek ways to reduce negative incidents that affect CPCC campuses.
- College Security Services attended the Center City Partners monthly meetings, which allow the dissemination of critical, sensitive information among security colleagues.
- The ESS Director at Levine coordinated visits to Commonwealth High School and Stewart Creek Charter School for CPCC Financial Aid workshops and CPCC Career & College Promise information sessions.
- The ESS Director at Harper Campus developed working relations with the Harper Middle College by establishing procedures for registering new and returning students for the fall and spring semesters.
- International Programs and Services partnered with the graduation office to host an information session for F-1 students on the procedure and requirements to apply for Optional Practical Training employment post-graduation.
- International Programs and Services partnered with Single Stop to host an information session on tax requirements for non-national students employed in the U.S.
- Outreach and Recruitment hosted 14 information sessions for 250 students interested in Career & College Promise.
- Outreach and Recruitment hosted 850 potential students at the CPCC college-wide Open House that showcased ESS departments and Learning programs.
- Outreach and Recruitment organized 900 middle and high school students to participate in THE Geek Fest to learn more about innovative technology.
- Outreach and Recruitment conducted campus tours for 300 prospective students from a newly created online sign-up tool to support college enrollment.
- Single Stop implemented the online benefits screener, allowing students to complete a benefits screening from any computer on or off campus.
- The Transfer Resource Center hosted 33 colleges and universities for its weekly Transfer Tuesday events. A total of 96 visits were made across four campuses; a 10% increase in college representation from 30 representatives attending during fall 2015.
- The Transfer Resource Center hosted its annual fall college transfer fair with 52 colleges and universities attending. In addition, student attendance increased by 33% with approximately 400 students attending this year's Fall Transfer Fair.
- Academic Advising and Student Success Services traveled to 21 CMS high schools to help students assess their personal, career and academic goals prior to attending College Connection. Approximately 525 students were served.
- Admissions, Records, Registration and Graduation fully implemented CPCC's participation in the Greater Charlotte Area Consortium.
- Career Services held its annual Career Fair event and connected students with 69 employers hiring for full- and part-time positions; a 28% increase in employers from the 54 in attendance from last year. Of the employers, 66% rated the organization of the event as "Excellent."
- The Center for Military Families and Veterans, in partnership with multiple state and local Veteran agencies, participated in the Charlotte region's inaugural NC Strive Conference; 70 individuals attended the conference.

- Counseling Services volunteered 68 hours with Habitat for Humanity, assisting with the construction of houses for two Charlotte families.
- The ESS Director at Merancas Campus presented the CPCC steps to enroll to Mecklenburg County Jail inmates.
- The Family Resource Center added to their website a list of 21 community agencies for students who are parents.
- Financial Aid and Veterans' Affairs conducted a presentation for Grainger Tools.
- Financial Aid and Veterans' Affairs conducted a networking event for Grainger Scholarship recipients in collaboration with Outreach and Recruitment.
- Financial Aid and Veterans' Affairs participated in a default prevention workshop at Guilford Technical Community College.
- Financial Aid and Veterans' Affairs held and conducted financial aid presentations for Goodwill, Middle College students and GED students.
- Financial Aid and Veterans' Affairs attended Open House sessions and orientations at the City View Campus.
- International Programs and Services partnered with the graduation office to host two information sessions for F-1 students on the procedure and requirements to apply for Optional Practical Training employment post-graduation.
- International Programs and Services partnered with Single Stop to host an information session on tax requirements for non-national students employed in the U.S. In addition, F-1 students with on-campus employment were sent the presentation to better understand the tax requirements and were directed to the free tax service located in the library for additional assistance.
- Outreach and Recruitment was instrumental in hosting an Open House for displaced ITT Tech students and served a total of 45 individuals seeking to continue their education.
- Outreach and Recruitment presented in 250 high school classrooms; hosted 800 people at Open House; and managed Student Ambassadors' participation at 85 community recruiting events and campus tours to 825 prospective students.
- Single Stop conducted 46 outreach efforts on all campuses that reached 879 students and held 48 financial literacy programs that reached 872 students.
- The Transfer Resource Center hosted the annual Spring College Fair at Levine Campus where 200 students participated; a 60% increase over spring 2016.
- Facilities Services upgraded food service at Merancas Coppa Coffee and assisted in vending installations at Cato III.
- Facilities Services facilitated making college spaces available for the community and organizations through our facility rental program; a total of 621 rooms and auditoriums were utilized.
- Information Technology and Research Services will provide strategic innovation leadership, research/ analytics expertise and technical expertise by cultivating partnerships with the external community.
- Information Technology and Research Services collaborated with Entrinsik to improve Enterprise Resource Planning reporting capabilities at CPCC, the system office and other NC community colleges.
- Information Technology and Research Services collaborated with UNC Charlotte Office of Classroom Support (and other colleges) to improve digital signage service and support as well as classroom design and support services such as the over-the-floor raceway installation in HE1522 to enhance CPCC Cloud device charging.
- Information Technology and Research Services continued to install their institutional research solution (Jumpstart).
- As part of the healthy programs initiative, Information Technology and Research Services conducted SWOT analyses and pulled surveys and job information to assist academic programs with unit review, Corporate and Continuing Education review and College and Career Readiness reviews.
- Information Technology and Research Services produced a successful THE Geek Fest 2016 in conjunction with Student Life and various other college departments to educate, energize and inspire the minds of students and community members by highlighting the creative innovations in technology, media and industry.
- Information Technology and Research Services supported and convened the Charlotte Django (popular software development framework) monthly Meetup to promote the college, provide community educational opportunities and help cultivate local developer talent.
- Information Technology and Research Services provided technical and human resources in support of the Global Competitiveness Summit.

- The Office of Institutional Advancement (CPCC Foundation, Government Relations & Grants, Services Corporation) obtained private and state/federal grant funds to create programs that address the employment needs of the region's business sector.
- The Opportunity Scholarship Initiative and ACT Programs will extend career training to low-income populations in high-demand fields.
- The Charlotte Regional Collaborative for a Global Economy is engaging 15 community colleges and area businesses in an effort to equip individuals with the relevant skills needed by employers. Support obtained from private foundations (JPMorgan Chase and Belk Endowment, among others) continues to sustain the Global Summit and work of the Global Vision Leaders Group.
- The CPCC Foundation secured the funds for the naming of the college's international student office and the creation of the International Education Funds are providing additional support for student's international experiences.
- Through its summer camps and college test preps, the Services Corporation is engaging and assisting the broader community and pre-college population and increasing awareness of college offerings.
- CRMS successfully promoted new academic programs and informed the media and public of the arrival of the new CPCC President.
- The Public Information Officer (PIO) represented CPCC on the Charlotte Observer's Charlotte Will community initiative.
- The PIO also represented CPCC on the newly re-activated Charlotte National PR Advisory Committee, which seeks to place positive stories about the Charlotte region in national media coverage.
- Twelve additional *Going Global* segments ran on WBT-AM from October through January. CRMS staff provided support for the Global Vision Leaders Group meeting in February and provided significant support to the 6th Global Competitiveness Summit.
- Classified Staff Council hosted the Morning with Santa event and served 75 families.
- Classified Staff Council delivered socks and lotions to 100 residents at the Golden Living Center.
- Classified Staff Council collected items for Steve's Coats for Kids, and as a result, Nickey Ethridge was interviewed by a Channel 9 Community Specialist and donated 75 winter coats.
- College Senate donated \$1,780 to assist a new student in the fall-semester Cytotechnology Program from the Arlene Parrish Memorial Scholarship fund.

Goal 4 – Organizational Capacity to Serve: Plan and manage human, physical, finance and technological resources so college programs, services and infrastructure meet student and community needs.

- Graphic Arts and Imaging Technology was awarded a \$200,000 grant from the National Science Foundation to develop a brand protection program that focuses on counterfeit prevention.
- Substance Abuse was awarded a \$10,000 grant for CPCC's Collegiate Recovery Community from Transforming Youth Recovery.
- Early Childhood program was awarded \$143,962 for a Teacher Education project from Smart Start Mecklenburg County to provide funding for a full-time early childhood recruiter/academic coach, instruction of developmental math for early childhood students and summer online EDU classes.
- Early Childhood program was awarded \$46,064 for the *Grow Up Great with Math* project to fund a program coach who provides child care teachers with math kits and assistance in implementing math activities through literacy in preschool classrooms.
- Horticulture & Turfgrass partnered with the North South Turfgrass Association to establish scholarship monies, which allowed four new students to begin the program.
- Corporate and Continuing Education Financial Services Institute collaborated with Student Services on a grant from MetLife to create The Keys to Financial Success Center.
- Mathematics opened a newly renovated Math Emporium on Cato Campus.
- Engineering Technology Division faculty and staff worked with local industry and national consultants to complete the plan for the innovative educational space in the new Advanced Technology Center.
- Sciences faculty used Gates Foundation funding to incorporate high quality, personalized and affordable digital courseware into seven sections of Principles of Biology course.
- Air Conditioning, Heating and Refrigeration received equipment donations from Carrier that will allow the program to expand its commercial HVAC curriculum.
- Advertising and Graphic Design added three courses centered on new technologies to the program to expand options for students and also offered more courses online.
- Corporate and Continuing Education Computer Technology Institute created an online video promoting successful students who have transitioned from CPCC's computer training to new and better jobs.

- Corporate and Continuing Education Marketing published and distributed profile features on successful non-credit students in computer programming, phlebotomy, entrepreneurship and project management.
- Dental Hygiene received a grant from the Wrigley Company Foundation to support professional educational activities involving the Dental Hygiene and Nursing students.
- Cytotechnology was awarded a grant from the American Society of Cytopathology to increase awareness about cytotechnology.
- Construction Technologies continued the *Build with Our Vets* program with a second cohort of students enrolled in the Entry Level Building certificate.
- Construction Technology partnered with the CPCC Foundation and manufactured the Clay Cup Challenge awards for 2017.
- Graphic Arts & Imaging Technology solicited a wide range of donations from multiple companies including Agfa/Prolmage, DuPont, Harper, Avery Dennison, Specialized Industries, Sun Chemical and PPG; these donations total more than \$300,000.
- Transportation Technology established several comprehensive degree completion plans with multiple industry partners, such as Sonic and Hendricks, which reimburse students for the full cost of tuition.
- Engineering Technology faculty and staff worked with local industry and national consultants to complete the plan for the innovative educational space in the new Advanced Technology Center.
- Arts division partnered with UNC-Charlotte College of Arts + Architecture and Charlotte Ballet to create residencies and master classes for students with the internationally acclaimed Paul Taylor Dance Company troupe including free performances for students of two Paul Taylor companies.
- Human Services established the Luckadoo Scholarship fund in order to provide opportunities for students with financial need to complete their Human Services education.
- Cosmetology Program launched a Facebook page to market program activities and public salon services.
- Business, International and General Studies has moved the Associate in Arts Compressed Degree to fully-online delivery, to meet the demand of the adult learners.
- Library Services received a \$1,200 World War I and American Programming Grant from the Gilder Lehrman Institute of American History to bring veterans and their families together with the general public to explore the continuing relevance of the war by reading, discussing and sharing insights into the writings of Americans who experienced the war firsthand.
- Library Services collaborated with ITaRS to expand the CPCC Cloud Pilot at the Cato Campus by cataloging and circulating Chromebooks for students.
- Corporate and Continuing Education Corporate Learning Center, in partnership with the Foundation, identified training needs for the City of Charlotte-Aviation to submit an application for funding to support training in the areas of supply chain and logistic.
- The Global Learning Office collaborated with Davidson County Community College to obtain a Capacity Building Grant to send students and faculty on a study abroad trip to Guatemala.
- The Admissions Registration and Records staff at the Levine Campus participated in the Levine ESS teambuilding retreat to further the working relationships of the various Levine Campus ESS Staff.
- Admissions, Registration, Records and Graduation collaborated with Budgets and Procurement to develop and award bidding specifications for a new records storage system.
- College Security Services and Emergency Management collaborated with other college units to bring a variety of safety awareness programs college-wide.
- College Security Services created key performance indicators to measure and establish standards for existing and new contract security.
- Disability Services coordinated more than 20 volunteers to convert textbooks to audio and scribe for visually impaired students to meet needed accommodations.
- Disability Services partnered with eLearning in the development and implementation of a structured process for faculty who teach students with sensory impairments. This process ensures accessibility of course material.
- First Year Experience hired a part-time lab assistant for Levine and Cato campuses. Furniture and computers were also ordered. In the Levine Campus space, cabling was completed and additional outlets were ordered.
- The Center for Military Families and Veterans partnered with the Senior Community Service Employment program in the hiring of one veteran and one family member of a veteran to work in the center at the Central Campus.
- Student Life and Service-Learning staff received formal training to ensure better support of FYE, orientation and registration activities.

- Student Life will engage students during the new building process to determine student needs and expectations for a student-centered facility.
- The Transfer Resource Center expanded outreach to Cato and Levine Middle College 13th grade students to conduct spring advisement and preliminary graduation checks.
- The Transfer Resource Center increased Passport Summer Orientations to four sessions at all four CPCC campuses, to accommodate passport students enrolled at Central, Levine, Merancas and Cato campuses.
- The ESS Assessment area in collaboration with the Assessment Team offered nine professional development credit final report working sessions to provide focused assistance, immediate feedback and critique to outcome managers in the completion of their 2016–2017 outcome assessment final reports. A total of 18 outcome managers attended.
- Disability Services has secured the equipment to convert printed course material to braille for blind and low-vision students, as a result, 29 documents, including tests/quizzes, have been converted.
- College Security Services and Emergency Management completed the *All Hazards Emergency Response Plan 2017*, which was approved by Cabinet.
- College Security Services and Emergency Management expanded working hours to include weekends and evenings to accommodate the increase in special events being held on CPCC's campuses, including the Skyline Run and the *Shark Tank* event.
- College Security Services and Emergency Management secured funding for Charlotte-Mecklenburg Police Department Crossing Guards to assist faculty, staff and students with crossing on Elizabeth Avenue and Charlottetowne Avenue during mid-morning/afternoon hours.
- College Security Services and Emergency Management partnered with student government to prepare a safety infomercial that was aired on the CPCC website, social media outlets, as well as new employee orientations.
- College Security Services and Emergency Management increased the number of cameras on various campuses and upgraded older model cameras in areas with high volume and high risk on various campuses.
- Financial Aid and Veterans' Affairs conducted *Return to Title IV* presentations at a meeting of college division directors and submitted information to be included into the faculty syllabus template.
- Financial Aid and Veterans' Affairs expanded federal work study opportunities at area campuses.
- Financial Aid and Veterans' Affairs maintained compliance in the administration of federal financial assistance as established by the Department of Education. At the conclusion of the A-133 audit, there were zero findings.
- Financial Aid and Veterans' Affairs certified and reconciled \$1.77 million in Alternate Loan funding.
- Financial Aid and Veterans' Affairs disbursed \$26,227,858 to a total of 9,021 (unduplicated) students for 2015–16 to date.
- Financial Aid and Veterans' Affairs disbursed the North Carolina Community College Grant (NCCCCG) for the fall 2016 term in the amount of \$691,357 to 1,878 students; the NCCCCG disbursed for the spring term was \$645,148. The total NCCCCG disbursed for the 2016–17 (fall/spring) was \$1,336,505 to 2,384 (unduplicated students).
- Financial Aid and Veterans' Affairs disbursed the North Carolina Educational Lottery Scholarship (NCELS) for the fall 2016 term in the amount of \$606,843 to 1,036 students; the NCELS disbursed for the spring term was \$579,940 to 987 students. The total NCELS disbursed for the 2016–17 (fall/spring) was \$1,186,783 to 1,291 (unduplicated) students.
- First Year Experience (FYE) worked with ITaRS, Facilities Services, ESS Directors and Campus Deans to expand capacity at Levine and Cato campuses; a 20-computer orientation, presentation room is now at the Levine Campus and Cato Campus has a full FYE office with a support lab and orientation room.
- International Programs and Services partnered with the Admissions Office to review options for international College Foundation of North Carolina (CFNC) applicants to apply using a revised, web-based CFNC application.
- Student Life posted 178 times to Facebook, 35 times to Twitter, and 59 times to Instagram, gaining 734 additional followers during 2016-2017.
- Testing Services collaborated with ITaRS to install 20 new computers in the Central Campus Testing Center, and NetOp Vision classroom management software at the Cato, Levine and Merancas Testing Centers to offer enhanced testing security.
- Testing Services collaborated with Admissions and ITaRS to move ACT and SAT document scanning from Student Records to Testing Services.
- Accounts Payable optimized the E-pay process by requesting all vendors enroll in E-pay.

- Procurement provided additional services to minority businesses, education and outreach through service on the Charlotte's Minority Enterprise Development Committee.
- The Business Office continued to improve customer service and gain knowledge about other areas in the college that contribute to Cashiering job duties, specifically staff in the Financial Aid Office, Accounting Report Office and Sponsor Program Office
- Facilities Services managed funds and personnel to design, construct, renovate and maintain all CPCC physical facilities to serve the needs of students, staff and the community at large including new Advanced Technology Center, Levine III, Harper IV, as well as demolition of newly acquired properties on Central Campus.
- Facilities Services conducted routine audits of all six campuses and centers to assure that safe, clean and well-maintained facilities, grounds and other amenities are available to support students and the learning environment of the college.
- Human Resources administered the college-wide compensation structure recommended from the 2016 compensation study.
- Human Resources' staff will attend events and actively participate in college committees, teams and task forces to help support programs and initiatives that best serve the college, including the Americans with Disabilities Association (ADA) Compliance Committee, the college's ADA Advisory Committee, ADA Digital Access Team, the Safe College Team and the college's CARE Team.
- Enterprise Risk Management has completed the Business Impact Analysis in collaboration with Marsh Inc. The results of this analysis are now being used in the development of the business continuity plan.
- Enterprise Risk Management's website was revised to include information on Business Continuity.
- The Fixed Asset and Construction Accounting department completed cross-function training to handle any aspect of the Construction reporting and Fixed Assets.
- Information Technology and Research Services will leverage human, physical and technological resources to better serve the college.
- Information Technology and Research Services partnered with college departments to automate the graduation application, Services Corp conference and banquet request, intern on-boarding and employee move requests to increase efficiencies through paperless processing.
- Information Technology and Research Services improved integration between Enterprise Resource Planning (ERP) and Learning Management Systems (LMS).
- Information Technology and Research researched and tested Intelligence for Learn (formerly A4L) to improve interoperability between systems requiring ERP data.
- The Office of Institutional Advancement (CPCC Foundation, Government Relations & Grants, Services Corporation) continued to be a source of support for college programs, infrastructure and facilities. The office collaborated with college leadership to secure funding to address identified priorities in 2016-17 and ongoing.
- In the past fiscal year, support for college priorities has been secured from private and public sources including: Bank of America Foundation, JP Morgan Chase Foundation, Merancas Foundation, Sisters of Mercy Foundation, PNC Bank, U.S. Department of Labor, National Science Foundation, Cato Corporation, Howard Levine Foundation, Leon Levine Foundation and Wells Fargo among others. In addition, more than 2,500 individuals made gifts to the college through the CPCC Foundation.
- The Services Corporation has been a source of funds for property acquisitions. To date, more than \$4.3 million in private support has been secured, surpassing the annual goal of \$2.5 million.
- The CPCC Foundation has communicated and continues to communicate the values and benefits of the college through its board of directors, donor stewardship, special events and publications/mailings.
- The Foundation's annual events (Skyline Run, Swirl, Sporting Clays Classic) continue to communicate the mission and importance of the college to a diverse external community.
- Significantly, the CPCC Foundation provided more than \$1.1 in scholarship support to more than 1,000 students, benefiting student access, enrollment and completion.
- CRMS provided New York Times writer, Jeffrey Selinger, information for his article about manufacturing apprenticeships – *Wanted: Factory Workers, Degree Required*.
- CRMS produced multiple pieces to support Foundation events and programs.
- ADA Compliance Committee streamlined the process for employees to request ADA accommodations.
- AMT reviewed the CPCC SOP policy, compared it to other community college policies, revised the policy based on student success data and student feedback, and created a timeline for revision approval and implementation.
- Classified Staff Council delivered 29 Thanksgiving meals to CPCC employees and families, including five families referred from Single Stop, for the Foster-a-Family food drive.

- College Information Technology Team developed test cases and captured user requirements for evaluating cloud email services Outlook 365 and Gmail to provide substantive analysis of each platform to present recommendations to Cabinet.
- College Senate formed the new Senate Committee for Attendance/Compliance, created a Senate Blog, streamlined the process for obtaining faculty titles, and supported Tech Talks in May by providing lunch for participants.
- Institutional Effectiveness Committee (IEC)—SACS Wrap-up Subcommittee successfully corrected a substantial number of uncredited graduates at the NCCCS through the efforts of Amy Bruining and Bobbie Frye.
- IEC—Competency Based Education Subcommittee, in collaboration with Wake Tech, Forsyth and Stanley community colleges, created a proficiency-based program that concentrates on IT courses in Computer Programming and Networking.
- Safe College Team reduced the size of subcommittees to allow better communication, simplify efforts, and improve efficiency. The Building Captain and Business Continuity subcommittees were dissolved and combined into the Emergency Management Subcommittee.
- Safe College Team's Emergency Management Subcommittee updated the All Hazards Emergency Response Plan for 2017 using input from employees, faculty, deans and students for the creation of a National Incident Management System/Incident Command System (NIMS/ICS) document.
- Safe College Team's Communications Subcommittee completed the review and update of the Crisis Communications Plan to help ensure students, employees and visitors are as safe as possible during emergencies, dangerous events and safety-sensitive situations.
- Safe College Team online training modules for Community Emergency Response Teams (CERT) members was completed in May 2017.
- Veterans Assistance Committee surveyed currently enrolled veterans to provide a comprehensive snapshot of the college's student veteran population.

Goal 5 – Organizational Excellence and Innovation: Promote and sustain innovation, entrepreneurship and excellence throughout the organization.

- Paralegal received re-approval from the American Bar Association for another seven-year term and was approved for another five-year term as a qualified studies program of the North Carolina State Bar allowing students to meet the educational requirements to sit for the certification exam.
- Human Services program was accredited by the Center for Credentialing in Human Services as of 2016.
- Medical Laboratory Technology was reaccredited by National Accrediting Agency for Clinical Laboratory Sciences with no observations or citations.
- Professional Development and eLearning launched Quality Matters to review and align online courses with the internationally recognized program's best practices and quality standards.
- ACA, English and Humanities participated in Intentional Course Design to restructure the Expository Writing course to increase positive student outcomes.
- Economic Recruitment showcased a best practice "customized training" partnership at the North Carolina Manufacturing Extension Partnership with the President of Huber Technology that demonstrated CPCC's success with designing a roadmap to address priorities and balance between talent management, global technology implementation and building a leadership pipeline.
- Economic Recruitment jointly showcased a best practice "customized training" partnership at the North Carolina Community College Customized Training Conference with Aplix Inc. Through the partnership and training recommendations, the company expanded into emerging markets, increased sales by 7.7% across five product lines and had a total cost savings from production process improvements equaling \$661,027.
- Baking & Pastry Arts was re-accredited by the American Culinary Federation (ACF) Accreditation Committee with an excellent report on learning outcomes.
- Culinary students earned a silver medal in the 2016 ACF NC Student Team competition; students created menus and recipes under competition pressure while performing to strict standards.
- Mathematics at CPCC was one of 15 NC community college programs that met or exceeded the excellence level in Student Success Rate in College-Level Math Courses in the 2016 NCCCS Performance Measures Report.
- Library implemented a new instructional support service for faculty to integrate critical thinking and information literacy concepts at the curriculum level, supporting both college outcomes and initiatives such as Critical Core, Intentional Course Design and the Online Learning Strategic Plan.
- Library collaborated with Health & Human Services to develop and present library and research resources as a part of a successful accreditation visit.

- Library implemented DeepFreeze for our student laptops to ensure FERPA compliance and to improve laptop performance for students.
- Corporate and Continuing Education Marketing used the labor market analytics in creating and publishing information on selected growing occupations ranked by demand in the Charlotte area, along with matching those to CPCC programs.
- Corporate and Continuing Education Marketing provided labor market research, including projected demand and wages, for program planning in areas including manufacturing and healthcare occupations.
- Associate Degree Nursing had a 96% pass rate for fall 2016 graduates and of the spring 2017 Associate Degree Nursing graduates looking for employment, 100% found jobs before graduation.
- The N.C. Scholars of Global Distinction program had six graduates complete the capstone presentation and all have been accepted to four-year colleges and universities and demonstrate competencies necessary to succeed in diverse work environments.
- Teaching and Education Careers implemented a department syllabus template and a standardized Blackboard template for all courses, as well as created a centralized website and program banner.
- Early Childhood Education courses EDU 144, EDU 145 and EDU 153 were approved for the NC Scholars of Global Distinction Program.
- Graphic Arts and Imaging Technology incorporated a wide range of instructional techniques, including utilizing the Phoenix Challenge Competition that judged the students' technical skills, as well as their public speaking, sales, industry networking and organizational planning.
- The National Science Foundation funded, and CPCC-led, NC STEM Alliance received the League of Innovation in the Community College's Innovation of the Year award for the STEM Prep program.
- Respiratory Therapy exceeded the national first-time pass rate for the credentialing examination – 83.3% vs. national 73.1%.
- Medical Laboratory Technology program received a prestigious program accreditation award of 10 years as a result of their most recent accreditation site visit.
- Instructional Course Management implemented a “paperless” system for Course Origination Documents, streamlining the section creation process.
- Behavioral and Social Sciences worked during the spring 2017 semester to craft Critical Core signature assignments that will be deployed in the fall 2017 semester.
- Business, International and General Studies continued working with Information Technology Services to improve the Attendance and Course Syllabus Submission Systems, as well as monitored attendance reporting to ensure compliance with Federal Regulations, Audit and Compliance, Financial Aid and Veterans Affairs.
- Corporate and Continuing Education Computer Technology Institute developed a new Strategic IT Career Planning model for individuals to strategically align their career goals with a learning plan based on a person's interest, work experience and growth opportunity.
- Corporate and Continuing Education Economic Recruitment incorporated workforce planning analysis within customized training projects to map out organizations current state vs. future state, identify gaps and determine value-added solutions to close the gaps.
- Corporate and Continuing Education Economic Recruitment partnered with Central Campus and Harper Campus to deliver training (CNC, Conventional Machinist, Metrics System, Metrology, Welding, Metal Fabrication) that resulted in training expenditures of \$188,062 and 914 hours to support clients needs (Siemens & Snyder's Lance).
- Corporate and Continuing Education, in partnership with Project and Market Resources, conducted an online survey and invited opinion and feedback from current and recent students to evaluate satisfaction and to get feedback for continuous improvement; 1,390 students responded.
- Professional Development and eLearning partnered with the Healthy Program Review Committee to initiate the redesigned report and assist programs and faculty with using data related to student learning and program quality to recommend improvements.
- Corporate and Continuing Education Economic Recruitment streamlined the new process for part-time and full-time faculty credentialing for the Corporate and Continuing Education team.
- English Instructor, Amy Bagwell, was awarded the Tony and Beth Zeiss Award for exemplary contributions to student success.
- German instructor, Daniela Weinert, was named president of the board of trustees for the German Language and Culture Foundation in Charlotte.
- Admissions, Registration, Records and Graduation presented FERPA presentations at all six CPCC campuses during FERPA awareness month to 400 full-time faculty and staff who participated in the in-person or online presentation.

- International Programs and Services partnered with Global Learning to host *International Education Week*, which included a *Global Citizens Meet and Greet* attended by more than 100 students; the Global Issues Forum attended by 50 students; and the *International Teas and Tastes* event.
- Service-Learning received a 9/11 Remembrance grant. A total of 185 students, staff, faculty and veterans from the local community contributed to the service projects, accumulating more than 400 hours of service to veteran communities.
- Student Life developed a Recreation Handbook, in partnership with the Learning Unit, to establish formal guidelines, processes, procedures and expectations within this growing program.
- The ESS Directors included program chairs from the Learning Unit at their respective campuses in their monthly ESS staff meetings to bridge gaps between faculty and staff and provide opportunities for the learning unit and ESS to better assist students.
- Financial Aid and Veterans' Affairs transitioned to Google Doc for office assignments and tasks.
- Financial Aid and Veterans' Affairs, in collaboration with the Admissions office, implemented workflows and rules for Residency Determination Status. Staff were trained on the new Residency Determination Service process that students are required to complete.
- Financial Aid and Veterans' Affairs staff participating in training on *Academic Works*, the scholarship database used by the CPCC Foundation.
- International Programs and Services partnered with Global Learning to host the *Sensoria* event *Around the World in 90 Minutes* where international students created displays to highlight their country's culture, food, music and language to share with event participants.
- Compliance & Audit completed four special projects including a review of college conferences, Office of State Auditor referral for Special Investigation, Data Breach Reporting, Class Visit Plan for Corporate and Continuing Education and College and Career Readiness.
- Compliance & Audit followed up on hybrid class rosters and facilitated the recovery of 7.8 FTEs or approximately \$40,601 in revenue.
- The EAGLE internal control program was completed for high-risk rated accounts and programs without exception. Templates were uploaded to the Office of State Controller to evidence the work performed.
- Environmental Health and Safety (EHS) updated the Respiratory Protection program and revived training to faculty and staff to comply with OSHA regulations to ensure the college is in compliance with OSHA regulations 29 CFR 1910.134. Also, proper training was completed to ensure compliance.
- The EHS website was reconfigured to include an updated format, new access capabilities and limited segments by outside parties to protect CPCC-specific information regarding regulated materials.
- EHS' quarterly classification audit of portable fire extinguisher equipment for proper placement at the various CPCC campuses found that the college met or exceeded life safety coded requirements for each campus location.
- Environmental Health and Safety planned, conducted and assessed a series of programmed fire drills to evaluate evacuation readiness and overall response deployment capabilities in accordance with state and local fire code.
- EHS, in partnership with NC BlueCross/BlueShield, conducted the annual influenza vaccination clinic for staff and covered dependents. Approximately, 348 participants received this service.
- All Controller Units continued to receive an unqualified audit opinion on financial statements, single audit (A-133) and other site visits.
- All Controller Units enhance the department's intranet and SharePoint.
- Accounts Payable, Budgets, Payroll and Procurement continued to review the Business Continuity Plan and make any needed revisions and with Enterprise Risk Management advisement.
- Payroll created a workflow within Visio to provide a better platform for reviewing and updating procedures.
- Procurement researched and tested viability of purchase order capability of varying line items from more than one funding source.
- Payroll utilized electronic funds transfer to disburse all out-of-state tax withholdings.
- Corporate and Continuing Education Accounting will improve handling of the daily processes with the new, recently adopted payment plan platform from Nelnet called *Enterprise*.
- Facilities Services closely monitored utility consumption for all buildings and proactively discovered and prevented potential consumption spikes. Utility rates continue to be optimized on an annual basis.
- Facilities Services analyzed and optimized energy and water efficiency in new construction projects.
- Human Resources & Institutional Equity continued a leadership role among NCCCS colleges in sharing HR best practices and processes.

- Enterprise Risk Management staff attended campus deans' meetings and supported significant activities addressing the needs of various departments, including a collaboration with HR in reengineering the process and proper classification of independent contractors at the college, working with the Small Business Center in negotiating a contract for the *Shark Tank* at CPCC event and leading a roundtable for insurance requirements for the hearing impaired community at the Cato campus.
- Quarterly, Information Technology and Research Services monitored the accuracy and consistency of contact information among published sources: e-directory, website, signage, college catalog, etc.
- Information Technology and Research Services assisted departments, units and committees in preparing, designing, distributing, analyzing and presenting 148 surveys and results.
- Information Technology and Research Services provided assistance to Automotive Systems Technology, the Corporate and Continuing Education Dietary Manager programs, and Mechanical Engineering and Civil Engineering as they compiled data for self-study and national accreditation.
- Information Technology and Research Services led a Program Code Committee that developed a new and ongoing program code clean-up, performed modifications to the Program Code Change form to end previous active programs, and modifications to the CRPFA to capture all Pell awarded students.
- Information Technology and Research Services continued developing the new graduation extraction process that has been adopted by the NCCCS to accurately count completers.
- Information Technology and Research Services continue development of a program to correct the drop or withdrawal status used by the NCCCS that is leaving 1.5% of students out of the CRPFA due to the use of multiple codes.
- The Office of Institutional Advancement (CPCC Foundation, Government Relations & Grants, Services Corporation) continued to engage faculty and staff across the college to develop funding sources to address priorities and needs. Faculty and staff have been involved in planning and implementing externally-funded projects to benefit the college, its students and the community.
- Each unit of Institutional Advancement encouraged innovation, excellence, entrepreneurship and accountability in its operations by establishing specific internal performance measures and goals to guide operations.
- CRMS supported the college's efforts to fulfill legislative initiatives, federal regulations and NCCCS performance-based funding measures.
- CRMS announced through news releases and social media communication when the college secured state and federal grants.
- AMT awarded three advisors the Exemplary Advisor Award in the categories of AA/AS faculty, AAS faculty and Professional Advisor and implemented a new selection process.
- Classified Staff raised \$1,741 from the annual Autobell fundraiser to support their projects.

Mission Statement

Central Piedmont Community College is an innovative and comprehensive college that advances the life-long educational development of students consistent with their needs, interests and abilities while strengthening the economic, social and cultural life of its diverse community.

The College accomplishes this purpose by providing high-quality, flexible pre-baccalaureate and career-focused educational programs and services which are academically, geographically and financially accessible. This purpose requires a fundamental commitment to student success through teaching and learning excellence within a supportive environment.

Vision

Central Piedmont Community College intends to remain the national leader in workforce development.



**CENTRAL PIEDMONT
COMMUNITY COLLEGE**

Central Piedmont Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award associate degrees, diplomas, and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404.679.4500 or see sacscoc.org for questions about the accreditation of Central Piedmont Community College. COMPLIANCE: Central Piedmont Community College is committed to equal opportunity and non-discrimination based on any legally protected classification, including race, color, national origin, religion, gender, sexual orientation, disability, age, genetic information and political affiliation. The college provides access, equal opportunity and reasonable accommodation in services, programs, activities, education and employment for individuals with disabilities. Reasonable accommodations will be provided to individuals with disabilities upon request 10 business days in advance of the activity. To request accommodation, call 704.330.6631. Inquiries concerning the application of Title IX may be referred to Central Piedmont Community College's Title IX Coordinator or to the U.S. Department of Education's Office for Civil Rights. Central Piedmont Community College's Title IX Coordinator's office is in the Hall Building, Room 218. This office can be contacted by phone at 704.330.6524 or by email at titleixcorrespondence@cpcc.edu. Inquiries regarding the programs and services of Central Piedmont Community College should be directed to the college; the Commission on Colleges should be contacted only for questions relating to the College's accreditation.